



**TELEPHONE OPERATOR**  
**MONTHLY SALARY: \$2,130.00 - \$2,588. 00**

EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**HOW TO APPLY:** A State of California application (Form 678) must be postmarked no later than the final filing date. Applications that are postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted. Do not submit applications to the State Personnel Board.

**SUBMIT APPLICATION TO:** VETERANS HOME OF CA, YOUNTVILLE  
Human Resource – Testing Unit  
110 California Drive  
Yountville, California 94599-1414

**FINAL FILING DATE:** April 15, 2005. It is anticipated that interviews will be held during May or June 2005.

**EXAMINATION ELIGIBILITY LIMITATION:** The testing period for this classification is 12 months. You may not test for this classification more than once in a testing period. If you have taken an examination for this classification with the Department of Veterans Affairs within the last 12 months, you are not eligible to compete in this examination.

**SPECIAL TESTING:** If you have a disability and need special testing arrangements, mark the appropriate box in part 2 of the Application for Examination. You will be contacted to make specific arrangements.

**NOTE:** Accepted competitors are required to bring either a photo identification card or two forms of signed identification.

**REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:**

**NOTE:** All competitors must meet the education and/or experience requirements for this examination. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

**NOTE:** All applications/resumes must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Applications/resumes received without this information will be rejected.

**MINIMUM QUALIFICATIONS:** One year of experience in the operation of a telephone switchboard or console.

**Special Personal Requirement:** Pleasing voice, clear enunciation and good hearing

**THE POSITION:** Under supervision, incumbents in this class of Telephone Operator perform the duties of operating a telephone switchboard or console in a State geriatric facility; give information to the public; and perform clerical work of average difficulty. There may be lead responsibilities over others.

**EXAMINATION INFORMATION:** This examination will consist of a Qualifications Appraisal Interview only, weighted 100% In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview.

If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his/her application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the applications. Supplementary information will be accepted but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation.

**SCOPE:** In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:

Telephone Operator  
Open, Spot – Yountville, CA

A. Knowledge of:

1. Telephone techniques and switchboard procedure

B. Ability to:

1. Use telephone directories
2. Think and act quickly in emergencies
3. Do clerical work of average difficulty
4. Understand and carry out directions
5. Communicate effectively at a level required for successful job performance

**ELIGIBLE LIST INFORMATION:** The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. The resulting eligible list will be used to fill vacancies in Yountville only.

Veteran's preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.**

**General Information**

It is the candidate's responsibility to contact Human Resource in Yountville, California, (707) 944-4550, three days prior to the written test date if he/she has not received his/her notice. For an examination without a written feature, it is the candidate's responsibility to contact Human Resource in Yountville, California, (707) 944-4550, three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices and local offices of the Employment Development Department, and the Department noted on front.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigations may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans Home of California, Yountville  
Human Resource – Testing Unit  
110 California Drive  
Yountville, California 94599-1414  
Public Telephone (707) 944-4550  
TDD voice of hearing impaired (707) 944-4560  
[www.cdva.ca.gov](http://www.cdva.ca.gov)